

## Helpful Hints

The RRB Help-Line is an automated telephone service. You will not be able to speak to an RRB representative by calling the RRB Help-Line. Call your nearest RRB field office if you want to speak to one of our representatives.

If you want to skip parts of the recorded messages or menus, and know the next item you wish to choose, you may make your next selection at anytime. For instance, if you want to find the address and telephone number of the RRB field office serving your area, you may press 5 as soon as you hear the beginning of the explanation of the menu options.

Some of the RRB Help-Line options require that you enter the letters that come before your claim number. If you are asked to enter letters, look at the letters printed on the keys of your telephone and press the corresponding keys. For instance, if your claim number begins with the letter "A", press 2.

**RRB Help-Line**  
**1-800-808-0772**

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U. S. Railroad Retirement Board  
844 North Rush Street  
Chicago, Illinois 60611-2092

**U. S. Railroad Retirement Board**

Visit our Website at <http://www.rrb.gov>



The RRB Help-Line is an automated telephone service available 24 hours a day, 7 days a week. You can call the RRB Help-Line toll-free at 1-800-808-0772 from either a touch-tone or rotary telephone.

Here's what you can do by calling the RRB Help-Line:

### Unemployment and Sickness Benefits

If you are claiming **railroad unemployment or sickness benefits**, you can:

- Check the amount and date of your latest benefit payment, and the claim period for which the payment was made.
- Review information about your last 5 payments.
- Confirm whether we've received your latest unemployment or sickness claim, application for benefits, or supplemental doctor's statement.

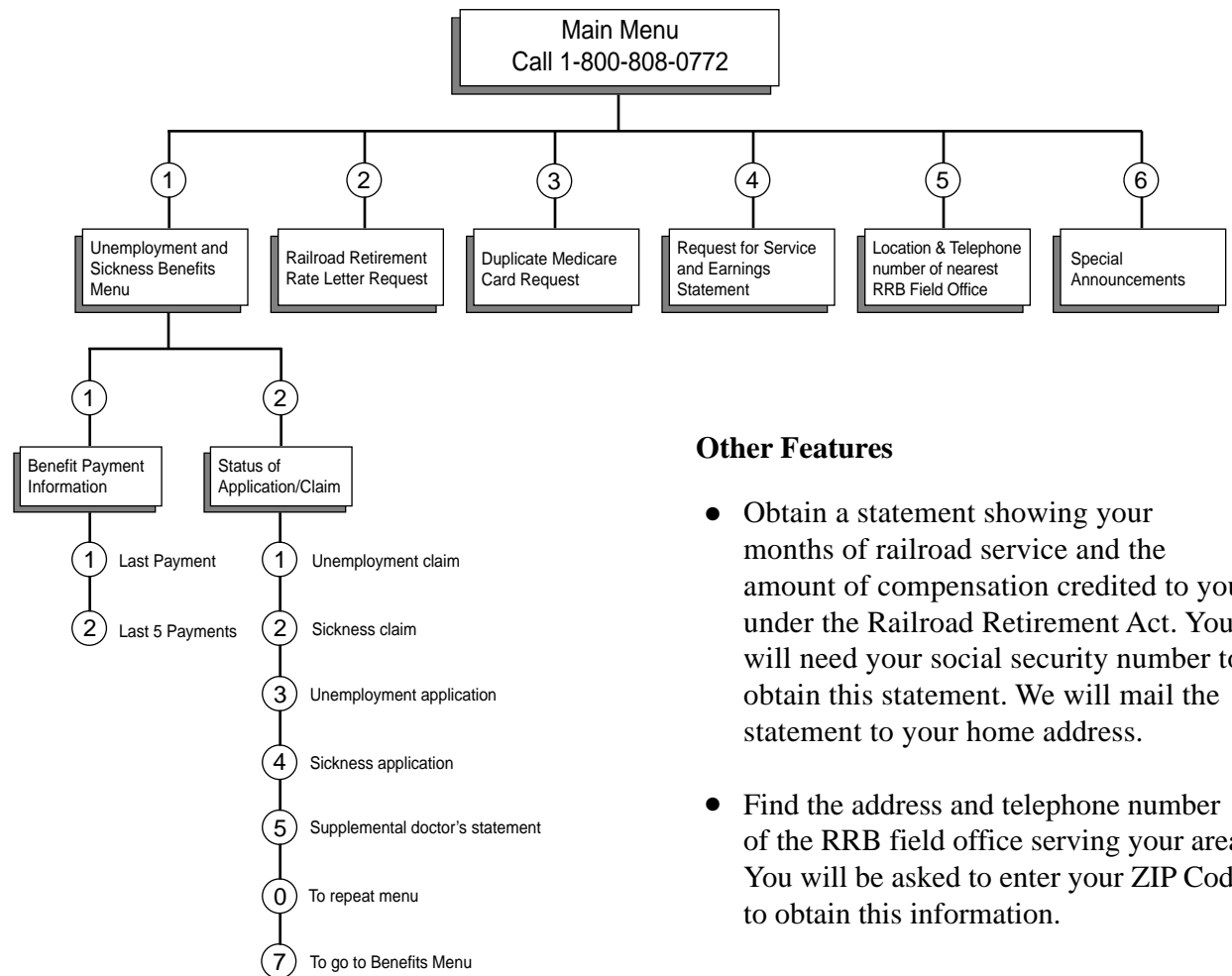
You will need your social security number and your Personal Identification Number (PIN) to get information about your unemployment and sickness benefit payments and claims. Your PIN is printed on the back of each claim form we mail to you.

### Railroad Retirement Annuities

If you are receiving a railroad retirement annuity, you can **request a letter showing your current monthly annuity rate**. You will need your RRB claim number and your date of birth. We will mail the letter to your home address.

### Medicare

If you are covered by Medicare and lose your Medicare card, you can **request a replacement Medicare card**. You will need your railroad retirement claim number, your Medicare number and your social security number. We will mail the new Medicare card to your home address.



### Other Features

- Obtain a statement showing your months of railroad service and the amount of compensation credited to you under the Railroad Retirement Act. You will need your social security number to obtain this statement. We will mail the statement to your home address.
- Find the address and telephone number of the RRB field office serving your area. You will be asked to enter your ZIP Code to obtain this information.
- Hear special announcements about the benefit programs administered by the RRB.